

GOVTRIP REJECT SOLUTION MATRIX 03/05/13

SYSTEM (GOVTRIP) REJECT MESSAGE	CAUSE	SOLUTION
Budget exceeded	The line of accounting (LOA) selected in GovTrip does not have enough funds to cover the expected or actual trip costs.	In order to resolve this reject the FATA must work with the agency Budget and Fiscal Officer to either add funds to the affected LOA or identify a different LOA to use which has sufficient funding to cover the trip costs. Note: GovTrip documents will require re-approval upon any changes to budget or LOA.
Expired fund	Processing documents for a prior fiscal year after the open window has been closed.	Many of these errors could be avoided by travelers processing authorizations and vouchers in a timely manner. The COD, Customer Support Branch, monitors expired fund reject errors and handles re-processing (with agency CFO approval) during open window periods.
Crosswalk - no corresponding FMMI shorthand code	Indicates that the document has a FFIS line of accounting (LOA) selected.	Amend document to remove FFIS LOA and select the appropriate FMMI LOA.
Pseudocode has no vendor record	Traveler has not been set up in FMMI as a vendor or the Pseudocode in the GovTrip profile does not match that in the FMMI vendor record.	<p>PVND request is required. The COD, Table Maintenance Section (TMS), handles PVND requests submitted to create/correct vendor records in FMMI. After creation/correction of the Pseudocode in FMMI, the GovTrip document should be amended and re-approved. Questions regarding PVND edits should be directed to COD/TMS at 504-426-5377.</p> <p>Proper construction of Pseudocodes would reduce the number of these errors:</p> <ol style="list-style-type: none"> Search for SSN in FMMI to determine if Pseudocode already exists. If so, utilize that Pseudocode to create the GovTrip profile. If the SSN is not in FMMI and the traveler is an employee, their payroll record information should be used to construct the Pseudocode. Also the Pseudocode in the GovTrip profile should match that assigned to the traveler's Government travel U S Bank account to avoid payment delay issues.
Payment module pre-reject for audit fail	<ol style="list-style-type: none"> Result of attempting to voucher before any expenses have been incurred. Due to a method of reimbursement (MOR) issue. 	<ol style="list-style-type: none"> Amend and re-approve the voucher after the end date of the trip has passed. If the MOR is changed for the airfare, the user should remove each segment of the flights and re-book with the correct MOR. In a situation where the traveler has already been ticketed, simply cancel the authorization when traveler has returned and add the airfare under 'Other Trans' when they create the new authorization.

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Vendor blocked for posting	Block for posting/purchasing/flag for deletion on the FMMI vendor record.	PVND request is required. The COD, Table Maintenance Section (TMS), handles PVND requests submitted to remove blocks on vendor records in FMMI to allow GovTrip payments to process. As soon as the blocks are removed, the GovTrip document should be amended and re-approved. Questions regarding PVND edits should be directed to COD/TMS at 504-426-5377. Many of these errors are received for travelers who have left Government service prior to receiving travel reimbursements.
User *** locks - object requested is currently locked by user	Tables were locked due to a user running a report that uses a table in FMMI that is also required by GovTrip.	Amend and re-approve GovTrip document to clear the reject.
FMMI Reject Due to -- FB60 Posting Error FMMI Reject Due to -- Payment term ACCP has been changed to Accelerated Pay payment term ACCP	This is caused by a timing issue.	Amend and re-approve GovTrip document to clear the reject.
An error in payment processing error code XX	Any time there is an Error Code in the remarks section, it means the document was not able to be processed through the GovTrip payment module.	Amend and re-approve GovTrip document to clear the reject.
Incorrect fiscal year line of accounting	Caused by selecting a line of accounting that does not match the fiscal year during which travel will occur.	Amend the document to remove the incorrect line of accounting and then select the correct line of accounting and re-process.

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Cannot determine CBA account # against which to charge CBA expenses	<ol style="list-style-type: none"> 1. The CBA account is not present in GovTrip. 2. Method of reimbursement for the TMC fee and the TAV fee are different. 	<ol style="list-style-type: none"> 1. Amend document to select the appropriate CBA account, or if CBA is not authorized the IBA account should be selected. 2. Both fees must be either “-C” or “-I”. If the TMC fee is incorrect, remove it from the document and then add the correct fee under the Expenses tab. If the TAV Fee is incorrect, the FATA must contact the GovTrip helpdesk to have the TAV Fee corrected.
Cannot De-Obligate (or move) funds using a supplemental voucher	Attempt to reduce an expense using a supplemental voucher after it was previously paid and de-obligated by a final voucher.	Compare all expenses in GovTrip to the paid expenses in FMFI to ensure that an adjustment is not being made to an expense that has already been paid on the final voucher (de-obligation). Correct any errors on the GovTrip document and re-process.
Unable to see authorizations in GovTrip that are appearing on GovTrip reject report	This usually takes place when a traveler's profile is deleted and replaced with a new one. Items attached to the old profile cannot be seen.	Request containing TANUM and traveler's name must be sent to the COD, Customer Support Branch, assigned agency advocate to obtain the Pseudocode used on the deleted profile. When Northrop Grumman provides COD with the deleted Pseudocode, it is then forwarded to the agency FATA to reset the profile so that the rejected document can be seen in GovTrip and addressed. Upon handling of the rejected document, the old Pseudocode profile may be deleted again.
TANUM already exist with Authorization doc #X000XXXX	<ol style="list-style-type: none"> 1. Document may have been interrupted during the first transmission and was sent to FMFI twice. 2. Can also receive this error message when a supplemental voucher is entered in GovTrip to amend a final voucher that was processed in FFIS. 	<ol style="list-style-type: none"> 1. Agency should research FMFI to determine if GovTrip document posted successfully. Verify accounting lines and values. If posted successfully in FMFI, an email must be sent to the COD, Customer Support Branch, assigned agency advocate requesting the GovTrip document be stamped POSACK Obligation by Northrop Grumman. Upon stamping POSACK Obligation by Northrop Grumman, COD will notify the agency and the GovTrip document will be available to create a voucher. 2. The supplemental voucher cannot be processed in GovTrip. The authorization must be stamped complete and the supplemental voucher manually entered in FMFI (an FI invoice referencing the funds commitment).
PD' is not a valid BOC value		Amend and re-approve GovTrip document to clear the reject.

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Invalid customer number (blank) for vendor code	FMMI vendor record does not contain a customer number.	PVND request is required. The COD, Table Maintenance Section (TMS), handles PVND requests submitted to link the customer number to the vendor record. The vendor code must be provided in the request. After the customer record is linked to the vendor code, the GovTrip document should be amended and re-approved.
You have no authorization for posting in company code USDA		Amend and re-approve GovTrip document to clear the reject.
Usage would exceed amount (to be released); Line item amount result is negative; Open amount from document 70XXXXXX exceeded by xx%		Enter a Remedy ticket for detailed research by COD.
Authorization/voucher in Obligation Submitted status for more than several hours	This may occur when there are issues with the communication between GovTrip and FMMI.	The FMMI Basis team and COD are monitoring documents feeding from GovTrip to FMMI. It may take up to 48 hours for processing catch-up after system issues are resolved and communication restored. After allowing the recommended 48 hours after a system issue, specific issues may be forwarded to the COD, Customer Support Branch, assigned agency advocate.
Authorization/voucher in Payment Submitted status for more than 7-10 business days	This may occur when there are issues with the communication between GovTrip and FMMI, or delays in the confirmation of Treasury schedules.	The Payment Submitted status in GovTrip changes to Paid status when the Treasury confirmation (TC document type) posts in FMMI and feeds back to GovTrip. The agency should research FMMI to determine if the payment is in transit (TI document type) and check with the traveler to see if payment was received prior to contacting the COD, Customer Support Branch, assigned agency advocate for assistance. When vouchers result in Due U S status, the debt will remain in Payment Submitted status until repayment of debt is posted in FMMI.

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Travel advance related rejects	Travel advances originated in FFIS cannot be processed (vouchered) through the Govtrip to FMMI interface.	<p>These reimbursement payments to the traveler must be paid manually outside of GovTrip.</p> <ol style="list-style-type: none"> 1. Upon completion of trip the traveler must complete the travel voucher within GovTrip. This is to determine/calculate the reimbursement entitlement and for financial audit trail purposes. 2. Traveler will enter all expenses, scan all required receipts and sign the voucher. 3. Reviewer and Approver will stamp voucher. 4. Note after the document has been approved it will reject during interface process with FMMI. (as discussed above) 5. FATA will print a copy of the approved voucher, provide to agency FMMI Invoice Processer for manually payment by processing Finance Invoice (FI) with Earmarked Funds. 6. After payment action has been completed, the FMMI Invoice Processer will provide the FATA with the FMMI FI number used for the payment. 7. The FATA will amend the rejected GovTrip travel voucher, under the "Digital Signature" enter the FI number in the "Remarks" field, and stamp the voucher "Manually Paid". This action will remove the voucher from the reject status and allow for a financial audit trail. <p>**Note**</p> <p>The above steps assume that the travel obligation and travel advance issued in FFIS were converted into the FMMI system during conversion. If the travel transactions for some reason were not converted into FMMI, then FMMI Invoice Processer would process the</p>